

CUSTOMER SERVICE

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Approved 5/11/2010

The Liberty Lake Municipal Library expects its staff to provide patrons with personal service in a fast, courteous, and knowledgeable manner. The library offers the same quality of service to all patrons regardless of age, race, nationality, educational background, or physical condition. The LLML's approach to customer service for patrons directly supports the library's goals and objectives as stated in its mission statement.

All staff and volunteers of the Liberty Lake Municipal Library are expected to abide by the following:

1. Wear nametags or identification so that members of the public can recognize them as library employees.
2. Employees should observe a standard "professional attire" dress code while working in the Library. Volunteers should present at minimum a business casual appearance (no jeans, shorts, etc.).
3. While scheduled on a public service desk, staff may work on other library-related tasks.
4. Staff may have drinks in closed containers and are asked to use discretion with regard to library materials.
5. Staff may make or receive personal phone calls while scheduled on public service desks, as long as this does not interfere with the smooth operation of the library.
6. Staff assigned to public service desks are expected to provide assistance with or service library equipment such as computers and photocopiers; however, they are not expected to offer technical training.
7. Limits of how much assistance any patron should receive, especially if other patrons are waiting, is at the discretion of the library staff.
8. If there are a number of patrons waiting for service, staff members should acknowledge those who are waiting.

9. Staff should balance requests for service from patrons who are in the library with those calling by phone; phone patrons should not be kept on hold too long, and staff should offer to call them back.
10. If unable to answer a patron's question, staff should do his/her best to find out.
11. If the Library does not own the material requested by a patron, an Inter-Library Loan form should be completed and/or the material should be placed on the Library's request list.
12. Staff members can be informed of the Library's Customer Service Policy in the staff manual.
13. If a patron wishes to lodge a complaint about the quality of service, he/she will be asked to complete a comment form that will be presented to the LLML Board at the next Board meeting.
14. A staff member's observance of the Customer Service policy will be reflected on his/her performance evaluation.